

POSTED

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2012-1774/5

Daphne.Duke

From: Jolene <[REDACTED]>
Sent: Friday, March 21, 2014 10:56 PM
To:
Cc:

Subject:

**Mr. Durham,
You want to stop sewage spills in our lake?
SELL to our city at a FAIR price!**

**We have heard how sorry you and your company have been for causing us to suffer for over 20 years.
SELL to our city at a FAIR price!**

**We have heard how you are going to do better if given one more chance over and over.
SELL to our city at a FAIR price!**

**We are tired of your band aid approach and your substandard work.
SELL to our city at a FAIR price!**

**LEAVE US alone, you have done enough damage to us, our property and our lake.
SELL to our city at a FAIR price!**

**Again, you have had over 20 years to prove to us how we were going to be treated by your company.
SELL to our city at a FAIR price!**

**How many times do we have to say there is "NO MORE TRUST" in UI/TCWS!
SELL to our city for a FAIR price!**

**Let us have some peace without worrying about the next rain, snow, trucks, damage to our property and HUGE SEWEGE spills from your old decrepit equipment around and in our lake.
SELL TO OUR CITY AT A FAIR PRICE!**

**You have done enough to us!
I hope you understand my message,**

Jolene Church

**Ps You KNOW our city could send our sewage (through their pipes) to Rock Hill (NO MORE NASTY, decrepit Waste Water Treatment Plants and NO MORE SPILLS!)
SELL TO OUR CITY AT A FAIR PRICE!**

From: TEGACAY [<mailto:TEGacay@uiwater.com>]

Sent: Friday, March 21, 2014 5:48 PM

To: TEGACAY

Subject: Message from Rick Durham

Tega Cay Water Service Customers,

We have heard from a number of you in response to my note of Monday, 3/17 expressing your feelings regarding the voice reach issue that occurred over the weekend. I want to again apologize for the confusion caused and I want to let you know about some changes we are making in an effort to better communicate with all of you.

Tega Cay Water Service (TCWS) has established two additional new methods of notifying residents of important developments in their water and/or wastewater services. This has been done to insure that critical information regarding the water and wastewater utility systems is being distributed through as many sources as possible to our customers in as timely a fashion as is possible.

A website specific to TCWS customers and others in the Lake Wiley region has been created at <http://tegacaywaterservice.blogspot.com> and a Twitter account is now available at @TegaCayWater. Both of these sites will carry key messages related to system work underway, the initiation and repeal of boil water advisories, road closures associated with system construction work, progress reports on ongoing system improvements, etc.

They are being used as supplements to our current methods of notification including media releases, voice reach, door hangers, etc. to guarantee the broadest and fastest reach possible when important information needs to be distributed to our customers and others in the community.

In addition to notifications of an urgent nature, we will be using these tools as a way to keep you up to date on progress with improvements to the system on a monthly basis.

I also wanted to take this opportunity to address an issue that a number of people have raised this week regarding our use of pumper trucks in Tega Cay. Our number one priority is to prevent plant overflows that could reach the lake. As you are aware, we are in the process of constructing a storage tank to handle excess flow caused by infiltration and inflow (I&I) in the system and once completed and operational, we are confident that the storage tank will achieve that objective. Until that construction is complete, we are using the pumper trucks to prevent overflows by taking excess flows to other nearby systems with adequate capacity to handle the volume needed to be hauled from the Tega Cay treatment plant. This would not have been possible in recent years but the work we continue to do to tighten our collection system through installing manhole inserts, raising manholes, lining pipe, etc. has enabled us to do it.

I apologize for the potential inconvenience and noise caused by these trucks but they are an essential part of our interim plan for stopping plant overflows while the construction work continues.

Thanks,

Rick Durham